



2018

HAPPY NEW YEAR

The Board and Building Staff wish you and those you love a happy, healthy and prosperous 2018 !

Quade Whitmire

Luis Nativi

Kim Lee

Davon Datcher

Bill Munson

Kay Wilmoth

Stewart Davis

Douglas Campos

Becky Martin

Wendy Shelley

Jose Castillo

Sharon Grant

Pat Quinn

President's Message

Hopefully this edition of **Knolls News** finds you hale, hearty, and in the midst of a wonderful holiday season. This time of year is busy but I would call your attention to a couple of important changes upcoming that are teed-up in this edition of the newsletter.

In January the way you **access the fitness centers** will be changed; you will no longer need a key to get into the rooms and you will instead be able to access these facilities with your key fob, the same one used for access to the building. Also, if you use the fitness center, you'll be asked to sign a waiver.

The Board has voted to update the Association **parking policy**. It is important to familiarize yourself with essential changes that may affect you. Also in this edition is a reminder about how to handle **Owner-to-Owner (O2O)** leaks. It's an unpleasant subject but a leak is a possibility we have to be prepared for.

On a brighter note: on behalf of the Staff and my fellow Directors, we wish all of AKW's Owners and Residents a happy and prosperous 2018!

The Decorating Divas made us sparkle and shine nearly everywhere you look.
See pics of their creative and lovely gifts to our community in this issue.

Board Meeting Highlights

Quade Whitmire noted active interest in the parking spaces being auctioned for bid.

Our long-tenured employee, Luis Nativi, was struck by a car on December 18. Following a brief hospitalization, he is at home and will return to AKW after the holiday. The Association has sent wishes for a speedy recovery with an appropriate gift.

On the 2018 agenda is the Lobby Redecorating project. Gita Lainez (CMC) will source and vet designers/decorators to be interviewed in the coming months. This project will include the redesign of the Fitness Center restrooms and needed new drapes in the Community Room.

The Board discussed current thinking on renting the Party Room to “outside vendors” or those wishing to hold events in AKW rooms for a fee. The Board was open to an allowance of events such as yoga classes or lectures, but needs further guidance from our attorney. This will be addressed at the January meeting.

Board Meetings for 2018 will be held on the 4th Tuesday of each month (see schedule on p. 9).

Treasurer - Sharon Grant reported:

Total Cash and Investments	\$1,467,734
Year-to-Date Income	1,723,655
Year-to-Date Expenses	<u>1,561,778</u>
Year-to-Date Net Income	\$ 161,876

Delinquencies in November totaled \$72,530, or 4%. Offsetting that amount, an early December collection of \$25,291 drops the delinquency rate to approximately 2.5%. We also prevailed in a suit and obtained a Judgment for over \$20,000; we will begin asset searches and liens and other methods of recovery. Two delinquent accounts continue payments under approved plans. Of the total outstanding, about 6% result from 18 accounts in amounts smaller than \$900. The \$25,291 in recovered funds will be deposited to AKW’s Reserve account.

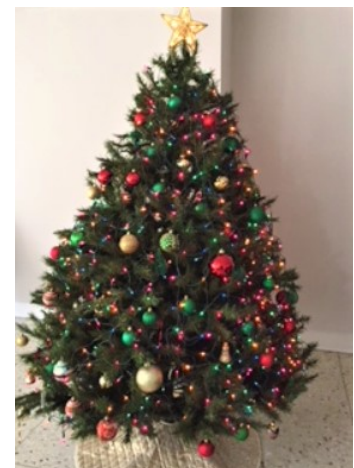
AKW Boards, past and present, have always voted on any investment of Reserve funds. Currently some of our earlier investments have

rolled over, but due to timing issues we’ve missed the opportunity to quickly reinvest these funds. The Board will address a revised investment strategy in future Board meetings. In the meantime, the Board authorized the Treasurer and one other Director to make short-term, FDIC-insured investments of no longer than 30 days for such funds.

Building & Grounds - Kay Wilmoth. Staff have stripped and waxed the vestibule flooring. The Lobby floors will be done in stages after the Holidays. Replacement of the Cooling Tower is planned for Spring 2018. The goal is to complete this work prior to the need for Unit air conditioning. Also to be addressed will be the proper chemicals for preservation of this new equipment, as extreme rust has been an ongoing problem.

By-Laws - Becky Martin. The Committee will meet at 7pm on Wednesday, January 3rd for review of the attorney drafts of the Enforcement, Maintenance and Fitness Center amendments. Attorney Ed O’Connell will meet with the Committee on Tuesday, January 9th at 6:30 pm in the Community Room.

Office - Kim Lee. Monthly activities reported ‘vandalism’ of segments of the trash chutes on several floors. While some damage may be normal wear-and-tear or accidental, notice has been provided to affected floors to inform the Office of any issues.



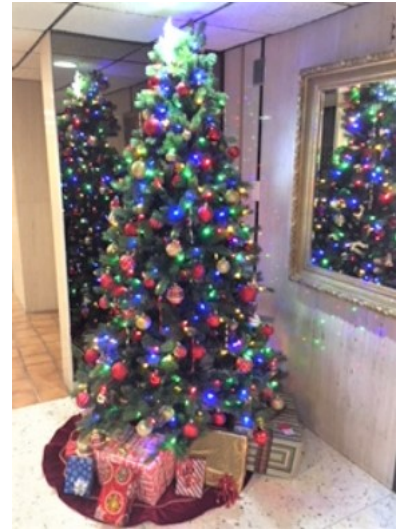
The following proposals were approved:

- \$21,456 to **Trash Away** for an annual contract , plus environmental fee of \$82/month, for daily trash removal and twice-weekly recycling pick-up
 - \$6,364.84 to **SeeView Security** to add fob-based access control at the Small and Large Fitness Room doors
-

Let Your Fob Do The Work!

This year has seen significant improvements to the AKW fitness facilities, thanks to the dedicated work of Committee Chair Bill Munson and the support provided him by his committee members. The next step in this upgrade is coming in early January and it should prove to make things a little easier for residents. Once installation is complete, residents will be able to access the fitness room with their Association-distributed key fob. So, the same fob that gets you into the building will soon grant you access to the fitness centers.

Also, coming soon, the office will reach out to all residents with a waiver. This waiver is a legal document that states that those who use the fitness centers understand that they do so at their own risk. Please be on the lookout for this document and return it as soon as you can. Going forward, the Association having this waiver on-hand will be a condition of using the fitness facilities.



Water From Above: Owner-to-Owner Leaks

Leaks are just a fact-of-life, especially given the age of our indoor plumbing. When an owner is in the throes of dealing with drips—or torrents—of water coming into their apartment from above, it can be difficult to remember what to do. If the leak is during regular business hours, notify the Office at once. The Association’s policy is to dispatch maintenance to assess the situation and for our Staff to do what they can to slow or stop the leak to prevent further damage. **The Maintenance Staff will not undertake repairs or offer formal diagnosis**, though, because the Owner must call a licensed, certified plumber. For leaks discovered after hours, notify the guard on-duty and s/he will notify **CMC** after-hours, who will respond. (If the guard isn’t immediately available, contact CMC at **301-446-2635**.) And, once the plumber has been called, always call your insurance company to at least open a file on the matter so that you protect your rights to make a claim later, if necessary.

When dealing with an owner-to-owner leak, it is important to remember that it is a matter between the Owners. And, the financial responsibility for the leak falls to the insurance of the originating Owner. Of course the Office should be notified so that the Association is aware of the leak. And, in situations where the responsible owner is not cooperating with the Owners who received water and had damage, the Association would bring in the management company to mediate.

Leaks are inconvenient and frustrating but understanding how to respond will help protect you and speed recovery from the event. If you have questions, the Office can share with you the Association’s policy on this matter and can field your questions.

Updated Parking Rules

After discussion in Open Session at its October and November meetings, the Board voted in December to revise the Visitor Parking Policy and, as part of that revision, to address the issue of vehicles left unattended in the fire lane/loading zone. The fully Policy was mailed by CMC to all Owners and Residents. It is important to read through the policy and understand it, which comes into force on New Year's Day. Here are some of the important changes and clarifications it contains:

- **R Spaces** (a/k/a 30-minute parking): vendors are not allowed to park in these spaces and they will be towed. Please make your contractors aware. These spaces are a shared accommodation to make it easy to unload groceries and other items and are intended to make the everyday lives of residents easier. If a resident is parked in an R space for more than 30-minutes, towing will be enforced. Always remember to sign-in for use of these spots.
- **Loading Zone:** unfortunately, we do not have a separate loading zone, so ours is also a fire lane. Vehicles should not be left **unattended** in the loading zone/fire lane. If your contractors are unloading things for a job, they should unload and then relocate their vehicle to a visitor space. Staff are instructed to call the towing company for any vehicle left **unattended** in this area. The policy makes a provision for move-ins / -outs; movers should check-in with the Office immediately upon arrival. In the event of a fire, the use of the loading zone/fire lanes become crucial. An unattended vehicle becomes an impediment to emergency crews. And elevators may not be available to vehicle owners, severely impacting their ability to rapidly return to the loading zone.
- **Parking Hang Tags:** your guest is allowed to park in visitor parking up to ten overnights in a calendar month. They should remember to always sign their car in and that they need to sign in each day, as the previous day's sign-in expires at **Noon**. For stays of longer than ten nights, you may request a hang tag for them, up to 21 days per request and up to 42 days in a year.
- **Courtesy Call:** the previous policy offered a so-called courtesy call before towing. This once-per-year courtesy was, unfortunately, abused by some parkers and became very difficult to administer. The policy no longer provides for this so please remember the hours during which residents can park in visitor parking, do not remain in the R spaces for more than 30 minutes, and do not leave your vehicle unattended in the loading zone.

Parking is one of the top issues we deal with here at AKW. These rules are bothersome, to be sure, but the only way to fairly and equitably offer a no-cost parking option for our visitors is to have—and enforce—a solid parking policy. If you have feedback on the policy or questions, you may send them to parking@akwcondo.com, or ask at the Office.



And the Winner Is ...

Several Owners participated in the parking auction during the week before Christmas. For those of you not following this issue, this pilot program offered five Association-controlled spaces for auction. Owners could bid on them, with the highest bidder being awarded the space for 2018. The winner would sign a lease agreement and pay the monthly parking fee, three months at a time, at the beginning of the quarter. Winning bids were:

\$160/month for space A-29
\$125/month for space D-17
\$105/month for space B-43
\$100/month for space A-22



Space D-18 was offered but not awarded. If there is demand in the spring, the Association may conduct another lottery for this space for the remainder of 2018. If you have questions about the lottery, send them to parking@akwcondo.com, or ask at the Office.

We hope you enjoy this color print edition !

Knolls News is always available in color at www.akwcondo.com



LIVE – TREE PICKUPS
TRASH AWAY WILL PICK UP TREES
ON
THURSDAY, JANUARY 4TH AND
THURSDAY, JANUARY 11TH

PICK-UP COULD BE AS EARLY AS 7AM, SO
GETTING YOUR TREE DOWNSTAIRS THE
NIGHT BEFORE WOULD BE A GOOD IDEA!

AND WE HOPE YOU REMEMBERED TO USE THE
TREE BAG HANDED OUT BY THE OFFICE; SURE
SAVES A LOT OF CLEANING UP THE MILLIONS OF
NEEDLES!!

Neighborhood News - FYI Alexandria Resident Newsletter

[FYI Alexandria](#) is an official City newsletter featuring recent news, information, and upcoming events and activities in Alexandria. Email: fyi@alexandriava.gov or call 703.746.3960 for info. <https://www.alexandriava.gov/FYI>



PET REGISTRATION

The City of Alexandria requires dogs and cats to be registered and licensed, meaning that all vaccines must be up-to-date. AKW requires this, too, asking that you report your pet(s) (maximum of two, remember!) residing in the building. Please stop by the Office and have the proper notations made. The information will be added to your BuildingLink unit record, which could be important in an emergency. *Thank you!*



TIP from another Resident

When water shutoffs have to be done, it takes almost an hour for the Tier to drain. The smart thing to do is to have your plumber come at 10am or after He doesn't need to be hanging around (running up the bill!!) waiting for the all-clear signal! (If he can make a repair that doesn't depend on water shutoff, definitely have him come as early as possible!!)

JANUARY 2018 - WATER SHUT-OFF				
Mon	Tue	Wed	Thu	Fri
1	2	3	4	5
	Tier 1	Tier 2	Tier 3	
8	9	10	11	12
	Tier 4	Tier 5	Tier 6	
15	16	17	18	19
	Tier 7	Tier 8	Tier 9	
22	23	24	25	26
	Tier 10	Tier 11	Tier 12	
29	30	31		



Reaching out is easier

The Board works hard to make itself more accessible to you. Part of that is being available to all Residents via email, and we've made it easier to remember those addresses. You can now write to any Board Member by using their first name followed by @akwcondo.com. We hope you'll find this an easy way to communicate.

Who would YOU recommend?

Every now and then each of us has had opportunity to use vendors for jobs like painting, electrical, plumbing, wall papering, upholstery, etc. If you have some favorites, please let us know! Email or jot a note to Kim in the Office, and it will be posted to our akwcondo.com Resident page so all of us can have this resource. Of course, the Association can't endorse these folks, but having a referral from another Resident is easier than trying to pick someone out of the Yellow Pages!



Enter the **Police Non-Emergency number (703-746-4444)** in the "Contacts" on your cell phone. (Then you don't have to remember it when a stressful situation arises!) If you have speed-dial on your land line phone, enter that so you have to push only one button to be connected!

If you've entered the number for **A-1 Towing (703-971-2600)** in your Contacts, you won't have to come back to the building before calling for relief of the "someone's in my space" situation. (You still DO have to stay to identify yourself. *Remember:* the guard can't tow from your private space!!)

*If you ever feel unsafe at night coming home from the parking areas, do call the **Guard (571-565-5591)** and ask for an escort. Put THAT number in your Contacts, too!*



NEED A NOTARY?



Sharon Grant is a Virginia Notary and offers services to AKW residents by appointment at no charge. Email sharon@akwcondo.com.

After the Holidays, it's up to you to take care of this stuff



Electronics & hazardous waste: (paints, solvents, old tv and computer) – take to the City of Alexandria facility on Colvin Ave (7:30-3:30 Monday thru Saturday). Further Info from the City operator at 703-838-4000. Go east on Duke to right on So. Quaker Lane (opposite the fire station) and one block to left onto Colvin. (Alternate: right onto Sweeley St. (next to CVS), right onto Colvin; up a few blocks on the left.) Easy to find; easy to drop off.

Since we use a *private hauler* for our trash, we must use a **private hauler for METAL collection**. This would include appliances that for some reason haven't been taken by those who delivered your new ones. **TrashAway** is able to do this, *for a fee*. Get the number from the Office and make your own arrangements and payment. BTW, all of this stuff has to go to Lorton.

Wood, drywall, sinks, porcelain, ceramics (all used in construction) goes to 625 Burnside Road. This is NOT a City collection point and they WILL ask for proof of residency in the City (*this is where you are, in the "West End"*). 703-823-5009. There will be a small fee to use cuz this isn't a City affiliate. Come to think of it, your contractor should be taking this stuff with him!

You've heard this one before

Do you have a smoke alarm? You are strongly advised to get one. The ceiling sensor in your unit (that thing close to your bedroom) is a horn only and is not a fire alarm (as we normally think of it) or a smoke detector. This horn sounds ONLY when someone has pulled the switch in the hallway. The company that monitors our system, ATS, is alerted and THEY call the fire department. *The alarm continues until the fire department turns it off!!!* The only way to get away from the awful noise is to leave the building!!



REMINDER

... of the Resident Service Program (RSP)

The aim of which is to save Residents the cost and aggravation of having an outside contractor to come in to do small projects and odd-jobs. If we as Owners receive the service at a lower price than we would otherwise pay and that money goes to the Association as income, everybody wins! The Policy is now the “**Resident Service Program**” (RSP). Please take a moment to review the program (at akwcondo.com as well as Appendix D in the Handbook) and consider if you have need of the services it offers.

And please note some important guidelines –

- Any service request must be made directly to the Office
- Requests directly to the Maintenance Staff are *strictly prohibited*
- Payment for the services **may be made by check, to the Office –OR– credit card charge via our BuildingLink**, as outlined in the program’s rules
- Payment is NOT to be made to the Maintenance Staff.

It’s important to note what services are not offered by the program, including HVAC servicing or repairs (other than changing filters semi-annually and springtime anti-mold pellet that the original units get.) **Please also note that extra items were added at the December Board meeting; it was in the last Knolls News and is in akwcondo.com.**

If you have feedback about this Resident Service Program, please share it with the Office or raise it during an Open Forum at a Board Meeting.

2018 Board Meeting Dates

Meetings begin at 7 PM in the Community Room

January 23	February 27	March 27
April 24	May 22	June 26
July 24	August 28	September 25
October 23	November 27	December 18

IMPORTANT DATES IN JANUARY

- ◆ **Knolls Kneedlers** **Sun, 1/7, 2 PM**
- ◆ **By-Laws Committee** **Wed, 1/3**
- ◆ **By-Laws and General Counsel Meeting** **Tue, 1/9, 6:30 PM**
- ◆ **Board of Directors** **Tue, 1/23**

Unless indicated otherwise, meetings begin at 7:00 PM in the Community Room

The "Board Book" (containing what's on the agenda) is available in the Office for Residents' perusal on the Friday before the Board meeting.

IMPORTANT PHONE NUMBERS

Guard Mobile	571-565-5591
AKW Office	703-751-7541
Email: office@akwcondo.com	
AKW Fax	703-751-2136
A-1 Towing	703-971-2600
CMC Emergency	301-446-2635
Police non-emergency	703-746-4444
Police emergency	911



Board of Directors

Quade Whitmire, President (Historian, Communications)	quade@akwcondo.com
Becky Martin, Vice President (By-Laws, Pool)	becky@akwcondo.com
Wendy Shelley, Secretary	wendy@akwcondo.com
Sharon Grant, Treasurer (Budget & Finance)	sharon@akwcondo.com
Kay Wilmoth (Building & Grounds)	kay@akwcondo.com
Bill Munson (Fitness Facilities)	bill@akwcondo.com
Pat Quinn (Landscaping)	pat@akwcondo.com

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